

<b>Notice of References Cited</b>	Application/Control No. 09/858,384	Applicant(s)/Patent Under Reexamination ALLEN ET AL.	
	Examiner JARED W. NEWTON	Art Unit 3693	Page 1 of 2

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Anonymous, Call Center Will Help Firms Retain Customer, Origination News, New York: Nov. 1999.
	V	Rhonda L. Lipshutz, Giving Those Tired Old Sites a New Look Companies are doing more with Their Websites in a Bid to Head Off Customer Defections, Mortgage Technology, New York: May 2000.
	W	Bank United Partners with Customers Forever to Offer Online Mortgages and Mortgage Statements to Customer, PR Newswire, New York: May 2000.
	X	GHR Systems Provides Key Component of Customers Forever Solution; PremierWare Facilities Customers Forever's Focus on Retention, PR Newswire, New York: Jan. 2000.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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	Examiner JARED W. NEWTON	Art Unit 3693	Page 2 of 2

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	U	Customers Forever Takes Internet Loan 'Manufacturing' to Point-of-Sale For Mortgage Lenders, PR Newswire, New York: Nov. 2000.
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